

## **CORE LEVELS OF SERVICE DELIVERY**

### **2-1-1 VIRGINIA INFORMATION & REFERRAL PROGRAM**

Information and Referral (I&R) is the art, science and practice of bringing people and services together. I&R is an integral part of the overall human services sector. Information and referral services help individuals, families and communities identify, understand and effectively use the programs that comprise the human service delivery system. I&R resource databases contain detailed descriptions of the programs and services provided by community, social, health and government organizations. The information is searchable using a variety of criteria and the programs are indexed according to a hierarchical classification system. The databases are maintained by trained Resource Specialists and may be published in directories or made available over the internet. Trained I&R Specialists help people understand their problems and make informed decisions about possible solutions. They may actively link people with a service provider, advocate on behalf of those who need special support, and reinforce the individual's capacity for self-reliance and self-determination through education, affirmation, collaborative planning and problem solving. They also provide follow up to ensure that individuals' needs were met and that the I&R service provided was satisfactory

According to standards set forth in the Code of Virginia, I&R regional providers are responsible for collection, maintenance, and dissemination of information about human service resources in the Commonwealth of Virginia.

### **2-1-1 VIRGINIA**

The Virginia Statewide Information & Referral System, Virginia Department of Social Services (VDSS) and Virginia Alliance of Information and Referral Systems (VAIRS) have partnered to provide 2-1-1.

2-1-1 is the telephone number assigned by the Federal Communications Commission on July, 21, 2000, to be used for access to community I&R services. 2-1-1 is an easy-to-remember universally recognizable number that makes a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. 2-1-1 makes it possible for people in need to navigate the complex and ever-growing maze of human service agencies and programs by making services easier to access. 2-1-1 encourages prevention and fosters self-sufficiency.

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## **DATA COLLECTION**

I&R regional providers are responsible for the collection of resource information on human services in the Commonwealth. A standardized data collection survey instrument is utilized by [www.211virginia.org](http://www.211virginia.org) Web site and each regional provider to collect

information about human services. Each regional provider is charged with securing information on resources in their identified area. Data collection follows the formal inclusion/exclusion policy.

Resource information on services shall include the following:

- Agency name, address, telephone numbers, e-mail and internet addresses, person in charge, agency type, and a listing of all programs or services
- Program name, address, telephone numbers, person in charge, e-mail and internet addresses, hours and days of service, description of service, eligibility, fees, intake procedures, languages spoken, service areas, and accessibility

This human service resource information is classified with selected terms from the AIRS Info Line .Taxonomy of Human Services in accordance with national I&R standards.

Information on human services is collected by email, mail or fax, or from an agency's Website or authorized employee .

## **DATA MAINTENANCE**

Once data has been collected on human service resources, it is continuously and systematically reviewed for accuracy.

- Human service information shall be updated in a formal manner once a year
- Updated information shall be confirmed by an authorized employee of the affected agency/program; and
- Human service resource information shall be updated informally as new information is available. Changes shall be confirmed by an authorized person from the affected agency or program

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### **DATA DISSEMINATION**

Each regional provider is responsible for making the collected human service information accessible to the public and other human services. The following are components of service dissemination:

- Provide citizens access to information about resources in the Commonwealth by telephone, mail, fax, e-mail and Web site
- Refer citizens to available resources that address their needs
- Provide human service information to service providers
- Service hours shall be, at a minimum, the hours of 8:30 a.m. - 5:00 p.m., Monday through Friday. 2-1-1 services shall be extend to midnight seven days a week, and calls will be forwarded to another regional provider during these hours.
- Establish partnerships, when feasible, to maximize dissemination of information on services
- Develop products that expand access to human service resources. These may include directories, quick guides, information disks, brochures, and additional Web access
- Provide recorded instructions for reaching another 2-1-1 center or 24-hour crisis services when closed.
- Submit reports regarding service delivery to contracting organizations and other decision makers as appropriate
- Conduct follow-up on 3% of calls resulting in referral to another service provider